ATTACHMENT III
PAGE 1 OF 1
CUSTOMER SATISFACTION PROGRAM 17B28

# CERTAIN 2015 MODEL YEAR FLEX AND TAURUS, 2015-2016 MODEL YEAR C-MAX AND MKS, AND 2016 MODEL YEAR EDGE, FUSION, MKZ, AND TRANSIT CONNECT VEHICLES — ELECTRONIC THROTTLE BODY REPLACEMENT

### **OVERVIEW**

In all of the affected vehicles, the electronic throttle body (ETB) internal motor contacts may develop contamination resulting in increased electrical resistance. If this condition is present, the malfunction indicator lamp will illuminate, diagnostic trouble codes (DTCs) P2111 and/or P2112 will set, and the vehicle may enter a Failure Mode Effects Management (FMEM) of default throttle position with fixed RPM. In this mode, while engine power and vehicle speed are reduced, the power steering, power braking, lighting, and climate control systems remain fully functional. Dealers are to replace the ETB.

## SERVICE PROCEDURE

### **Recommended Tool List:**

1/4" Drive Impact Gun
1/4" Drive 8mm Shallow Socket
1/4" Drive Wobble Extension 3 in (76 mm)
1/4" Drive Ratchet
1/4" Drive Torque Wrench

## **Electronic Throttle Body Replacement**

1. Replace the electronic throttle body. Please follow the Workshop Manual (WSM) procedure in Section 303-04.